



**REQUEST FOR ASSISTANCE (RFA) FORM  
INTAKE INTERVIEW LOG**

<u>Date:</u> 10/2/18	<u>Interviewer:</u> SGS	<u>RFA #</u> 18-75
<u>Name of Person(s) Requesting Assistance:</u> [REDACTED]		
<u>Contact Numbers (telephone, e-mail, etc.):</u> [REDACTED]		
<u>Status of Person(s) Interviewed (title, position, student status, etc.):</u> Student		
<u>Requested Assistance Pertaining To (name, position, policy, project, etc.):</u> [REDACTED] [REDACTED]		

To the best of your knowledge, please fill out the following:

Interviewee Status: Male  Female x Administrator  Faculty  Staff  Student x  
Concern Regarding: Male x Female  Administrator  Faculty  Staff x Student

**Category: (Please check at least one)**

- |  |  |   |                                     |  |
|--|--|---|-------------------------------------|--|
| <input type="checkbox"/> Age                           | <input type="checkbox"/> Color             | <input type="checkbox"/> Creed              | <input type="checkbox"/> Disability | <input type="checkbox"/> Veteran Status      |
| <input type="checkbox"/> Marital Status                | x National Origin                          | <input type="checkbox"/> Race               | <input type="checkbox"/> Religion   | <input type="checkbox"/> Retaliation         |
| <input type="checkbox"/> Sex/Gender                    | <input type="checkbox"/> Sexual Harassment | <input type="checkbox"/> Sexual Orientation | <input type="checkbox"/> Employment | <input type="checkbox"/> Genetic Information |
| <input type="checkbox"/> Gender Identity or Expression |  |   |                                     |  |

Time Line		
Date	Item	Comments
10/2/18	[REDACTED] came to EOO to schedule an appointment	Appointment made for 10/4.
10/4/18	SGS meets with [REDACTED]	[REDACTED] from [REDACTED] Last Friday in class, it was asked who can be a note taker; she didn't even realize it was a paid job; just wanted to help/work. They gave her paperwork and they told her to go to the HR. and that she needed a social security number. [REDACTED] went to [REDACTED] who told her she should go to the department ([REDACTED]) and that they have a template letter that [REDACTED]

		<p>[REDACTED] in the [REDACTED] can use to write about her eligibility status and clear it with HR.</p> <p>[REDACTED] says she went to the [REDACTED] and explained the whole situation, and asked him to write a letter to confirm she could work, but felt [REDACTED] was very rude to her and she feels he treated her unfairly because she is an [REDACTED]. [REDACTED] told her he didn't know how to write the letter and said he would think about it. He said he was uncomfortable writing such a letter. [REDACTED] said she didn't know what to say. She said [REDACTED] told her he didn't think it's reasonable for his department [REDACTED] to write a letter for her since it was such a few amount of hours for the job. [REDACTED] said [REDACTED] said this is for [REDACTED] students and that he needed to link them up with a note taker right away and he didn't think he should take the time she would need to get a social security number. [REDACTED] said she tried to explain to [REDACTED] that HR said it was fine and she could begin working right away and she would get her social security number.</p> <p>[REDACTED] said this was her first time she has applied for a job and she was shocked. This happened on Monday. When she spoke to [REDACTED] the next day (Tuesday), he gave her the template for the needed letter right away and emailed it to [REDACTED] in the [REDACTED]. This issue is not about [REDACTED] wanting a job for the money. [REDACTED] says it's about [REDACTED] interaction with her and that if he didn't know something, he should have been more polite and tell her he would get back to her instead of saying he was not comfortable. She thinks he did this because she is from [REDACTED]. On Tuesday, [REDACTED] forwarded a letter to [REDACTED] and sent her another email. He told her she had to go social security office and she did that right away on Tuesday. [REDACTED] said she doesn't appreciate the whole situation...She says [REDACTED] wouldn't have done it and wouldn't have inquired how to write the needed letter unless [REDACTED] had reached out to him.</p> <p>[REDACTED] felt [REDACTED] was treating her insensitively because she is an [REDACTED]. She said she would like a mediated discussion, in person with [REDACTED] so he can apologize and her outcome is that he not treat another [REDACTED] this way.</p>
10/11/18	SGS meets with [REDACTED]	Consultation on how note takers are hired in the [REDACTED]
10/12/18	SGS & CM meet with [REDACTED]	<p>SGS and CM recounted for [REDACTED] what [REDACTED] had shared with them and that she felt he had treated her unfairly and she felt this was because she was an [REDACTED] from [REDACTED].</p> <p>[REDACTED] explained note taking jobs are on a first come, first serve basis. Because it is a paid position, documentation has to be provided along with HR paperwork- if people get their documentation in beforehand, then they will probably get looked at sooner. Some things we have to follow:</p> <ul style="list-style-type: none"> <li>- Are they legally able to work in the US?</li> </ul>

		<ul style="list-style-type: none"> <li>- Might be the case that she is able to work, but having to get a social security was an additional step.</li> <li>- There were students who had already turned in their application.</li> <li>- Math 157 (this position was for this class) was not a particularly big class; it would be fine with 1 note taker</li> </ul> <p>o He said now there were 2 note takers (someone else with all the paperwork needed had applied). emailed her anyway because she had left and the paperwork which was not completed yet- that she can legally work while she is getting her social security card.</p> <p>This all happened on October 1<sup>st</sup>, [REDACTED] heard from [REDACTED] close to the end of the day, giving him a template he needed in order to hire [REDACTED] since she was an [REDACTED], and said he could draft it on letterhead and said he took care of it first thing in the morning. [REDACTED] said [REDACTED] would legally be able to work, and was not told by [REDACTED] if a social security number had or had not been obtained. He said he didn't know if she had one, that [REDACTED] said she can legally work while she is trying to get a social security card.</p> <p>[REDACTED] said he did not get any information that was exchanged between [REDACTED] and [REDACTED], so he didn't know the process. He said he made a judgement call to add her as a note taker, on good faith because when she left she didn't have all of her documentation completed- she was not being considered a note taker at that point. She did not mention that she was dealing with [REDACTED]</p> <p>SGS and CM felt [REDACTED] showed a lot of good faith in that [REDACTED] kept [REDACTED] name on the list to see what the next step was and informed her immediately afterwards and attached all of the documentation that he needed.</p> <p>After SGS and CM indicated how upset and offended [REDACTED] was, [REDACTED] agreed to a mediated discussion and agreed that he would apologize if he had offended her.</p>
10/24/18	SGS meets with [REDACTED]	SGS reviewed [REDACTED] response about why he had communicated in the way he had and indicated he was sorry if he offended her; he said he would have a mediated discussion and offer her an apology to meet her desired outcome. [REDACTED] says she would like to go ahead and have that mediation, given that [REDACTED] is willing to apologize.
10/25/18	SGS meets with [REDACTED]	SGS informs [REDACTED] the mediation is going forward and will contact him with a date.
11/1/18	SGS mediates a discussion with [REDACTED] and [REDACTED]	Successful mediation with both parties. [REDACTED] apologizes to [REDACTED] indicating he was sorry that she felt offended and that his communication was not because she was from [REDACTED] or an [REDACTED], but because he was so unfamiliar with the needed process to hire [REDACTED]. Both parties felt satisfied with the outcome.

